

## IN THE CLAIMS

Please add the following claims:

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51. A process for increasing the loading efficiency of a substance into cells comprising:
- providing cells having a first phase transition temperature range and a second phase transition temperature range which is greater than the first phase transition temperature range;
  - disposing the cells into a substance solution for loading a substance into the cells;
  - and
  - heating the substance solution to the second phase transition temperature range to increase the loading efficiency of the substance into the cells.
- A<sup>2</sup> 52. The process of Claim 51 additionally comprising uptaking external substance via fluid phase endocytosis from the substance solution.
53. The process of Claim 51 wherein said cells are human eukaryotic cells.
54. The process of Claim 51 wherein said second phase transition temperature range is greater than about 25°C.
55. The process of Claim 51 wherein said cells do not include a fixative.
56. The process of Claim 54 wherein said second phase transition temperature ranges from a temperature greater than about 25°C to a temperature less than about 50°C.
57. The process of Claim 56 wherein said temperature ranges from about 30°C to less than about 50°C.